Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Human Resource Management	Application Development	Casey Wardle	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Services	Bart Purser	1 0	1 0
		Danielle Hood	1 0	1 0
		Dustin Crump	2 0	2 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	5 0	5 0
	Application Support	David Zorn	1 1	1 1
		Steve Durtschi	2 1	2 1
		Assigned to Individual Total	3 2	3 2
	Capitol Desktop Support	Brian Bintz	5 4	5 4

Human Resource Management

			Low	FCR Total
Human Resource Management	Capitol Desktop Support	Scott Wunderlich	2 2	2 2
		Assigned to Individual Total	7 6	7 6
	Help Desk	Brenda Treadway	2 2	2 2
		Sarah Johnson	3 1	3 1
		Assigned to Individual Total	5 3	5 3
	Metro A Desktop Support	Kraig Ellis	3 0	3 0
		Robert Wall	2 2	2 2
		Assigned to Individual Total	5 2	5 2
	Metro A Help Desk	Cindy Schroeder	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro B Desktop Support	Bill Crowther	1 0	1 0
		Jay Locker	1 0	1 0
		Matthew Blunk	1 0	1 0
		Assigned to Individual Total	3 0	3 0

Human Resource Management

			Low	FCR Total
Human Resource Management	Metro B Help Desk	Gary Graham	1 1	1 1
		Janet Hongsyvilay	1 1	1 1
		Torri Randa	1 1	1 1
		Val Shepherd	1 1	1 1
		Assigned to Individual Total	4 4	4 4
	Metro C Desktop Support	Chad D Fowers	1 0	1 0
		Ken Knobel	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro C Help Desk	Diane Christensen	2 2	2 2
		Karen Gross	1 1	1 1
		Reed Stohel	2 2	2 2
		Ross Owen	3 3	3 3
		Torrens Arnold	1 1	1 1
		Assigned to Individual Total	9 9	9 9

Human Resource Management

			Low	FCR Total
Human Resource Management	Metro D Desktop Support	Denise Wardle	3 1	3 1
		Dusty Serr	2 0	2 0
		Eldon Jenson	1 0	1 0
		Assigned to Individual Total	6 1	6 1
	Metro D Help Desk	Doug Brown	1 1	1 1
		John Robinson	1 1	1 1
		Assigned to Individual Total	2 2	2 2
	Rural Central Desktop Support	John Donaldson	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Voice Operations	Julie Sabato	1 0	1 0
		Romanza Hamblin	1 1	1 1
		Assigned to Individual Total	2 1	2 1
	Assigned Group Total		57 32	57 32
Customer Company Total			57 32	57 32

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response	
Customer Company	Assigned Group	Assigned to Individual	Low	MIR Total
Human Resource Management	Application Development	Casey Wardle	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Services	Bart Purser	1 0	1 0
		Danielle Hood	1 0	1 0
		Dustin Crump	2 0	2 0
		Tony Larsen	1 1	1 1
		Assigned to Individual Total	5 1	5 1
	Application Support	David Zorn	1 0	1 0
		Steve Durtschi	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Capitol Desktop Support	Brian Bintz	5 2	5 2

Human Resource Management

			Low	MIR Total
Human Resource Management	Capitol Desktop Support	Scott Wunderlich	20	20
		Assigned to Individual Total	72	72
	Help Desk	Brenda Treadway	20	20
		Sarah Johnson	30	30
		Assigned to Individual Total	50	50
	Metro A Desktop Support	Kraig Ellis	30	30
		Robert Wall	20	20
		Assigned to Individual Total	50	50
	Metro A Help Desk	Cindy Schroeder	10	10
		Assigned to Individual Total	10	10
	Metro B Desktop Support	Bill Crowther	10	10
		Jay Locker	10	10
		Matthew Blunk	10	10
		Assigned to Individual Total	30	30

Human Resource Management

			Low	MIR Total
Human Resource Management	Metro B Help Desk	Gary Graham	10	10
		Janet Hongsyvilay	10	10
		Torri Randa	10	10
		Val Shepherd	10	10
		Assigned to Individual Total	40	40
	Metro C Desktop Support	Chad D Fowers	10	10
		Ken Knobel	20	20
		Assigned to Individual Total	30	30
	Metro C Help Desk	Diane Christensen	20	20
		Karen Gross	10	10
		Reed Stohel	20	20
		Ross Owen	30	30
		Torrens Arnold	10	10
		Assigned to Individual Total	90	90

Human Resource Management

			Low	MIR Total
Human Resource Management	Metro D Desktop Support	Denise Wardle	30	30
		Dusty Serr	20	20
		Eldon Jenson	10	10
		Assigned to Individual Total	60	60
	Metro D Help Desk	Doug Brown	10	10
		John Robinson	10	10
		Assigned to Individual Total	20	20
	Rural Central Desktop Support	John Donaldson	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Julie Sabato	10	10
		Romanza Hamblin	10	10
		Assigned to Individual Total	20	20
	Assigned Group Total		573	573
Customer Company Total			573	573

Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Human Resource Management	Application Development	Casey Wardle	1 0.57	1 0.57
		Assigned to Individual Total	1 0.57	1 0.57
	Application Services	Bart Purser	1 0.37	1 0.37
		Danielle Hood	1 0.36	1 0.36
		Dustin Crump	2 0.05	2 0.05
		Tony Larsen	1 4.08	1 4.08
		Assigned to Individual Total	5 0.98	5 0.98
	Application Support	David Zorn	1 0.00	1 0.00
		Steve Durtschi	2 0.35	2 0.35
		Assigned to Individual Total	3 0.23	3 0.23
	Capitol Desktop Support	Brian Bintz	5 0.87	5 0.87

Human Resource Management

			Low	ATTIR Total
Human Resource Management	Capitol Desktop Support	Scott Wunderlich	2 0.09	2 0.09
		Assigned to Individual Total	7 0.64	7 0.64
	Help Desk	Brenda Treadway	2 0.00	2 0.00
		Sarah Johnson	3 0.19	3 0.19
		Assigned to Individual Total	5 0.11	5 0.11
	Metro A Desktop Support	Kraig Ellis	3 0.07	3 0.07
		Robert Wall	2 0.30	2 0.30
		Assigned to Individual Total	5 0.16	5 0.16
	Metro A Help Desk	Cindy Schroeder	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 0.25	1 0.25
		Jay Locker	1 0.06	1 0.06
		Matthew Blunk	1 0.14	1 0.14
		Assigned to Individual Total	3 0.15	3 0.15

Human Resource Management

			Low	ATTIR Total
Human Resource Management	Metro B Help Desk	Gary Graham	1 0.00	1 0.00
		Janet Hongsyvilay	1 0.00	1 0.00
		Torri Randa	1 0.00	1 0.00
		Val Shepherd	1 0.00	1 0.00
		Assigned to Individual Total	4 0.00	4 0.00
	Metro C Desktop Support	Chad D Fowers	1 0.18	1 0.18
		Ken Knobel	2 0.30	2 0.30
		Assigned to Individual Total	3 0.26	3 0.26
	Metro C Help Desk	Diane Christensen	2 0.00	2 0.00
		Karen Gross	1 0.00	1 0.00
		Reed Stohel	2 0.00	2 0.00
		Ross Owen	3 0.00	3 0.00
		Torrens Arnold	1 0.00	1 0.00
		Assigned to Individual Total	9 0.00	9 0.00

Human Resource Management

			Low	ATTIR Total
Human Resource Management	Metro D Desktop Support	Denise Wardle	3 0.24	3 0.24
		Dusty Serr	2 0.38	2 0.38
		Eldon Jenson	1 0.10	1 0.10
		Assigned to Individual Total	6 0.26	6 0.26
	Metro D Help Desk	Doug Brown	1 0.00	1 0.00
		John Robinson	1 0.20	1 0.20
		Assigned to Individual Total	2 0.10	2 0.10
	Rural Central Desktop Support	John Donaldson	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Voice Operations	Julie Sabato	1 0.00	1 0.00
		Romanza Hamblin	1 0.15	1 0.15
		Assigned to Individual Total	2 0.08	2 0.08
	Assigned Group Total		57 0.27	57 0.27
Customer Company Total			57 0.27	57 0.27

Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Human Resource Management	Application Development	Casey Wardle	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Services	Bart Purser	1 0	1 0
		Danielle Hood	1 1	1 1
		Dustin Crump	2 0	2 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	5 1	5 1
	Application Support	David Zorn	1 0	1 0
		Steve Durtschi	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Capitol Desktop Support	Brian Bintz	5 0	5 0

Human Resource Management

			Low	MR Total
Human Resource Management	Capitol Desktop Support	Scott Wunderlich	20	20
		Assigned to Individual Total	70	70
	Help Desk	Brenda Treadway	20	20
		Sarah Johnson	30	30
		Assigned to Individual Total	50	50
	Metro A Desktop Support	Kraig Ellis	30	30
		Robert Wall	20	20
		Assigned to Individual Total	50	50
	Metro A Help Desk	Cindy Schroeder	10	10
		Assigned to Individual Total	10	10
	Metro B Desktop Support	Bill Crowther	10	10
		Jay Locker	10	10
		Matthew Blunk	10	10
		Assigned to Individual Total	30	30

Human Resource Management

			Low	MR Total
Human Resource Management	Metro B Help Desk	Gary Graham	10	10
		Janet Hongsyvilay	10	10
		Torri Randa	10	10
		Val Shepherd	10	10
		Assigned to Individual Total	40	40
	Metro C Desktop Support	Chad D Fowers	10	10
		Ken Knobel	20	20
		Assigned to Individual Total	30	30
	Metro C Help Desk	Diane Christensen	20	20
		Karen Gross	10	10
		Reed Stohel	20	20
		Ross Owen	30	30
		Torrens Arnold	10	10
		Assigned to Individual Total	90	90

Human Resource Management

			Low	MR Total
Human Resource Management	Metro D Desktop Support	Denise Wardle	30	30
		Dusty Serr	20	20
		Eldon Jenson	10	10
		Assigned to Individual Total	60	60
	Metro D Help Desk	Doug Brown	10	10
		John Robinson	10	10
		Assigned to Individual Total	20	20
	Rural Central Desktop Support	John Donaldson	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Julie Sabato	10	10
		Romanza Hamblin	10	10
		Assigned to Individual Total	20	20
	Assigned Group Total		571	571
Customer Company Total			571	571

Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Human Resource Management	Application Development	Casey Wardle	1 0.57	1 0.57
		Assigned to Individual Total	1 0.57	1 0.57
	Application Services	Bart Purser	1 1.45	1 1.45
		Danielle Hood	1 9.50	1 9.50
		Dustin Crump	2 0.28	2 0.28
		Tony Larsen	1 4.36	1 4.36
		Assigned to Individual Total	5 3.18	5 3.18
	Application Support	David Zorn	1 0.00	1 0.00
		Steve Durtschi	2 0.37	2 0.37
		Assigned to Individual Total	3 0.24	3 0.24
	Capitol Desktop Support	Brian Bintz	5 1.63	5 1.63

Human Resource Management

			Low	ATTR Total
Human Resource Management	Capitol Desktop Support	Scott Wunderlich	2 1.11	2 1.11
		Assigned to Individual Total	7 1.48	7 1.48
	Help Desk	Brenda Treadway	2 0.00	2 0.00
		Sarah Johnson	3 0.57	3 0.57
		Assigned to Individual Total	5 0.34	5 0.34
	Metro A Desktop Support	Kraig Ellis	3 1.40	3 1.40
		Robert Wall	2 0.68	2 0.68
		Assigned to Individual Total	5 1.11	5 1.11
	Metro A Help Desk	Cindy Schroeder	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 0.81	1 0.81
		Jay Locker	1 0.64	1 0.64
		Matthew Blunk	1 0.25	1 0.25
		Assigned to Individual Total	3 0.57	3 0.57

Human Resource Management

			Low	ATTR Total
Human Resource Management	Metro B Help Desk	Gary Graham	1 0.00	1 0.00
		Janet Hongsyvilay	1 0.00	1 0.00
		Torri Randa	1 0.00	1 0.00
		Val Shepherd	1 0.00	1 0.00
		Assigned to Individual Total	4 0.00	4 0.00
	Metro C Desktop Support	Chad D Fowers	1 1.31	1 1.31
		Ken Knobel	2 0.30	2 0.30
		Assigned to Individual Total	3 0.64	3 0.64
	Metro C Help Desk	Diane Christensen	2 1.01	2 1.01
		Karen Gross	1 0.00	1 0.00
		Reed Stohel	2 0.00	2 0.00
		Ross Owen	3 0.00	3 0.00
		Torrens Arnold	1 0.00	1 0.00
		Assigned to Individual Total	9 0.25	9 0.25

Human Resource Management

			Low	ATTR Total
Human Resource Management	Metro D Desktop Support	Denise Wardle	3 2.04	3 2.04
		Dusty Serr	2 2.20	2 2.20
		Eldon Jenson	1 1.64	1 1.64
		Assigned to Individual Total	6 2.03	6 2.03
	Metro D Help Desk	Doug Brown	1 0.00	1 0.00
		John Robinson	1 0.41	1 0.41
		Assigned to Individual Total	2 0.21	2 0.21
	Rural Central Desktop Support	John Donaldson	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Voice Operations	Julie Sabato	1 0.05	1 0.05
		Romanza Hamblin	1 0.41	1 0.41
		Assigned to Individual Total	2 0.23	2 0.23
	Assigned Group Total		57 0.96	57 0.96
Customer Company Total			57 0.96	57 0.96

Human Resource Management

Detail

INC000000421832	Rick Hughes	Application	Error	Utah Performance Management	TIR Missed:	No	TIR:	0.57
Application Development	Casey Wardle	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.57
INC000000422261	John Golom	PC/Laptop	Error	Internet Explorer	TIR Missed:	No	TIR:	0.18
Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	1.31
INC000000423398	Peggy Romney	None	None	PGP	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000423429	Kim Diamond-Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000424279	Wendy Peterson	Mobile Devices	Error	iPhone	TIR Missed:	No	TIR:	0.52
Help Desk	Sarah Johnson	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.89
INC000000424372	Sharyn Dobson	Wireless Connectivity	Error	None	TIR Missed:	No	TIR:	0.15
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.95
INC000000424461	Tina Sweet	Application	None	Employee Gateway	TIR Missed:	No	TIR:	0.20
Metro D Help Desk	John Robinson	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000424928	Rick Hughes	Application	Error	None	TIR Missed:	Yes	TIR:	1.71
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	2.53
INC000000424987	Sarah W Thomson	None	None	None	TIR Missed:	No	TIR:	0.00
Application Support	Steve Durtschi	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000425109	Paul Edlefsen	Application	None	Novell Messenger	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426111	Terry Haywood	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426191	Sarah W Thomson	None	None	None	TIR Missed:	No	TIR:	0.00
Application Support	David Zorn	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426193	Sarah W Thomson	None	None	None	TIR Missed:	No	TIR:	0.70
Application Support	Steve Durtschi	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.70
INC000000426524	Michelle Campbell	Application	Error	Human Resource Enterprise	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Kraig Ellis	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	3.26
INC000000426869	Jill Barela	None	None	None	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Diane Christensen	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000427181	Tammy Hunt	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00

Human Resource Management

INC000000427691	Jill Barela	None	None	None			TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Karen Gross	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000427878	Paul Edlefsen	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000427931	John Golom	Network	Error	None			TIR Missed: No	TIR:	0.28
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.28
INC000000428077	Paul Edlefsen	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000428111	Jeffie Dickerson	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.07
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	1.90
INC000000428377	Melissa Little	None	None	None			TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	
INC000000428664	Peggy Romney	Network	None	Microsoft Office			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000429195	Patricia M Kingsbury	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.60
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	1.21
INC000000429420	Melissa Little	None	None	Adobe Flash			TIR Missed: No	TIR:	0.32
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000429494	Barbara Smith	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.58
INC000000429574	Gaye Betts	PC/Laptop	Virus	None			TIR Missed: No	TIR:	0.12
	Metro D Desktop Support	Denise Wardle	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	4.22
INC000000429758	Michelle Campbell	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Kraig Ellis	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.49
INC000000429760	Debbie Martinez	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Kraig Ellis	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.47
INC000000429824	Cassandra Opheikens	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.10
	Metro D Desktop Support	Eldon Jenson	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	1.64
INC000000429948	Debbie Cragun	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.37
	Application Services	Bart Purser	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	1.45
INC000000429950	Jennifer Wakefield	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000429992	Patricia M Kingsbury	PC/Laptop	Error	None			TIR Missed: Yes	TIR:	1.87
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	2.90

Human Resource Management

INC000000430013	Letty Debenham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000430323	Matthew Romney	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.15
	Voice Operations	Romanza Hamblin	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000430625	Judy Christensen	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000430902	Carmen Nichol	None	None	None		TIR Missed: No	TIR:	0.59
	Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000431525	Aubrey Garduno	Telecom	Call Management	None		TIR Missed: No	TIR:	0.00
	Voice Operations	Julie Sabato	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000431575	Karen Harris	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.59
	Metro D Desktop Support	Denise Wardle	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	1.91
INC000000431819	Debbie Cragun	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000431824	Dave Rodemack	Application	None	Novell GroupWise		TIR Missed: Yes	TIR:	4.08
	Application Services	Tony Larsen	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	4.36
INC000000432127	Michelle Campbell	None	None	None		TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000432317	Letty Debenham	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432661	Jennifer Krell	Mobile Devices	Error	iPhone		TIR Missed: No	TIR:	0.36
	Application Services	Danielle Hood	Human Resource Management	Low	Resolved	TTR Missed: Yes	TTR:	9.50
INC000000433258	Linda Whitney	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.06
	Metro B Desktop Support	Jay Locker	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.64
INC000000433261	Gaye Betts	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.66
	Metro D Desktop Support	Dusty Serr	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	3.70
INC000000433503	Gaye Betts	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.11
	Metro D Desktop Support	Dusty Serr	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.71
INC000000433917	John Golom	Mobile Devices	Error	None		TIR Missed: No	TIR:	0.00
	Application Services	Dustin Crump	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434229	Jolene Davis	Application	Password	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434411	Kathryn Medina	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.25
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.81

Human Resource Management

INC000000434794	Rosanne Ricks	None	None	iPhone			TIR Missed: No	TIR:	0.00
Help Desk	Sarah Johnson	Human Resource Management	Low	Resolved			TTR Missed: No	TTR:	0.72
INC000000435495	Linda Whitney	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.14
Metro B Desktop Support	Matthew Blunk	Human Resource Management	Low	Resolved			TTR Missed: No	TTR:	0.25
INC000000436147	Jeri Lea Buckley	PC/Laptop	Password	None			TIR Missed: No	TIR:	0.00
Metro C Help Desk	Diane Christensen	Human Resource Management	Low	Resolved			TTR Missed: No	TTR:	2.01
INC000000436207	Bart Olsen	Mobile Devices	Error	iPhone			TIR Missed: No	TIR:	0.05
Help Desk	Sarah Johnson	Human Resource Management	Low	Resolved			TTR Missed: No	TTR:	0.11
INC000000436384	Rosanne Ricks	Mobile Devices	None	None			TIR Missed: No	TIR:	0.10
Application Services	Dustin Crump	Human Resource Management	Low	Resolved			TTR Missed: No	TTR:	0.56
INC000000437419	Linda Beus	None	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Denise Wardle	Human Resource Management	Low	Resolved			TTR Missed: No	TTR:	0.00
INC000000437536	Christa Rowland	Network	None	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Human Resource Management	Low	Resolved			TTR Missed: No	TTR:	0.00